

IOWAccess Project 7 Team Meeting
IDED Conference Room, Des Moines
May 13, 1998, 10:00 a.m.

Meeting Summary

Members Present:

Roger Halvorson, Co-lead, IDOC
Leon Schwartz, Co-lead, IDED
Ken Adrian, IDED
Fran Amin, DNR
Heidi Belding, IDED
Brandon Burnett, IDED
Kathy Clasen, DNR
Phil Dunshee, IDED
Rich Jacobs, Dept. of Revenue
Linda King, IDED
Terry Martin, Association of Engineers

Staff:

Arlinda McKeen, SPPG

Contractors:

Ann Hendricks, American Computer Services, Inc.
Steve Shrader, Iowa Interactive
Jeff Veverka, American Computer Services, Inc.
Rick Wyatt, American Computer Services, Inc.

Leon Schwartz opened the meeting with a welcome and attendees introduced themselves.

Project Leadership Transition

The contractor, American Computer Systems, has been working since late December and has progressed so the project is moving ahead smoothly and steadily. The project will go into production and staff will continue to enter data into the system during the coming month.

Schwartz announced he will be leaving IDED and the co-leadership of Project 7 will transition to Phil Dunshee. Dunshee will work with Roger Halvorson to continue to implement the project plan to its conclusion.

Status Report on Project 7

Jeff Veverka provided an update on the project's progress and status. (See the attached presentation materials.) Veverka commented that the foundation of the system is a single database housing all the relevant data. Heidi Belding will use this database in her role in assisting customers who call IDED asking for information about starting a business. When the information is also available on the web, it will provide customers with the same easy-to-access detailed information 24 hours a day.

ACS contractors will complete their work on the software and the database by the end of June. During June, they will also work with Iowa Interactive, the Project 1 contractor, who will design how the data will be retrieved from the database by customers over the Internet. Simply stated, the software and database is near completion and will be used by IDED staff in their phone, fax, and e-mail support. The same services will be made available over the web in the component provided by Project 1.

Veverka highlighted the varied benefits of the new system. Much more information on business start-up requirements, regulations, and professional license applications will be available to customers with one phone call or via the web. In addition, with the single call, all agencies the customer will need to contact for required licenses or permits will be provided the customer's contact information, if the customer wishes, via e-mail or postal mail. The system has been designed to allow criteria to be added simply and to facilitate keeping information current. Other agencies can be added to the system without reprogramming. The system will use the new standard North American classification system. Agency information will now be able to be updated by electronic mail.

Project 7 has completed a significant set of work. Project definition and the statement of work are completed. The physical database has been created and is being populated. The identification and matching of licenses required for each business or industry is complete and data is being loaded into the system. DNR is working with IDED to identify the targeted state, local, and federal air and water quality regulations to add the system. At this point, it is ready to link with Iowa Interactive.

Over the final month of ACS' contract, which ends June 30, ACS will work with agencies to complete identifying the permits and licenses and entering them into the system. Development of the software is 60% complete. A test plan will be designed to evaluate the functioning of the software, testing to be sure the software does what is needed by the customer and by those using the software in agencies. ACS will work with Iowa Interactive throughout the month of June to ensure the system works with the overall IOWAccess gateway.

Project 7 has been implemented and software designed to encourage expansion and enhancements over time. In the future, it could allow state agencies dealing with licensing and permitting to communicate directly with the system. The regulatory guide component of Project 7 merely touches on regulations, but will allow easy additions in the future. The system was also designed to take advantage of future enactment of the digital signature law so that application and renewal of professional licenses could be accomplished electronically without the need for reprogramming. ACS emphasized this can be an evolving system.

IDED has committed to hire an individual to focus on keeping the data current and to expanding that data. This will be critical to the ongoing expansion of the service to customers and efficiencies of government.

Demonstration

Rick Wyatt provided a demonstration of the new software that is housed at IDED and used in responding to customer inquiries. Customer service is the main focus, with software designed to aid staff in finding accurate information quickly and easily. This closed desktop unit at IDED will transition to an enterprise-wide system that is open to citizens over the web with the involvement of Iowa Interactive and the Project 1 component.

Wyatt demonstrated three components of the system: IDED staff service to call-in customers; disseminating information to state agencies from whom the caller needs to obtain licenses, permits, or comply with regulations; and updating and maintaining information through electronic surveying of agencies. This system simplifies the process of updating data by putting the survey in the form of a MS Word document.

It was noted that Project 7 software development does not address issues related to whether the other agencies that receive customer names through this system are proactive in following up to contact the individual customer and respond to the needs. There has been discussion to see whether a reminder communication is necessary to motivate other agencies to follow up with individuals. The action, or inaction, of other agencies in a timely manner may influence the perception of the success of Project 7. IDED will address these issues with other agencies prior to enterprise-wide use of the system.

It was suggested that as the system is presented to others in state government and throughout the state, there needs to be consideration of how state agencies will be affected. The expectation is that communications and linkages with other agencies and entities will be in place prior to implementation.

Web Development Component by Iowa Interactive

Iowa Interactive now has a signed contract to begin building the gateway for all IOWAccess projects. Iowa Interactive works in several states and specializes in taking existing state information and writing a web interface that makes it easy

for citizens to access and use that information. Steve Shrader from Iowa Interactive provided an overview of their work plan. Iowa Interactive will begin working with ACS during June. All of the IOWAccess projects will be the priority for Iowa Interactive, with a goal for completion of the Internet part by August 10. It is anticipated the web site will be up by July 20. Shrader may be contacted at Iowa Interactive at Shrader@iowaccess.org.

After Sept 1, when the IOWAccess projects are linked through the web, Iowa Interactive will work with each of the other state agencies to identify and address their needs for a web presence and any development of information to be made available in value-added formats.

The question of the need for digital signature legislation was raised. It was reported that discussion is underway about whether the digital signature is required. The Attorney General's office seems to think that once a hard copy authorization form is on record with the Department of Commerce, there is no need for a digital signature to complete license application.

It was also noted that issues of confidential vs. public information are being addressed through protocol issues. An individual's social security number, test scores, and discipline are examples of confidential sets of information.

ACS will be "handing off" the project to Iowa Interactive during June. IDED will look into any contractual issues with ACS to ensure that they will be able to provide any necessary work beyond June 30 should the situation arise.

Project Evaluation

Staff reported there is no project evaluation guidance from Information Technology Services. At this time, the ITS thinking is that each of the projects is different, and evaluation criteria needs to come from each project team. Results of the evaluation will form the foundation of the project report, the format of which will be provided by ITS at a later date.

Brief discussion of Project 7 evaluation followed. Evaluation should look at client survey data and information from the state agencies. There should be components to evaluate the quality of data, type of data, and the breadth of data.

There was discussion of the evaluation and for whom it is done. It was pointed out that the project evaluation should demonstrate the degree to which the project plan was implemented. This result will satisfy the two key entities interested in the evaluation -- US General Services Administration and the Project 7 Team. This will require that the project team re-energize itself and more fully engage the non-state agency representatives and the users of the system in the evaluation phase.

Co-lead Halvorson expressed appreciation to Leon Schwartz for his guidance and work throughout the months he led the project, and wished Schwartz well in his new position.

The meeting adjourned at 11:30 a.m.